

	Portales Police Department  Standard Operating Procedure & Policy	SOP #	121.01
		Date Revised:	
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1700 N. Boston St. Portales NM, 88130	Community Relations & Crime Prevention	Effective Date	
(575) 356-4404		Approval:	Pat Gallegos, Chief of Police

## I. STATEMENT OF PURPOSE

Community involvement is essential to the operation of any police department. The citizens are the eyes and ears of the police. Without the assistance and acceptance of the community, a police force cannot function effectively. All avenues must be utilized in promoting the respect and cooperation of the public with the police.

It is the policy of the Portales Police Department to involve all Department personnel in a City-wide community relations effort. This includes working to establish an attitude that the police are an integral part of the community. Citizen participation and interaction with the police is necessary to achieve a condition within the community where the normal application of law enforcement may prevail. It is the policy of the Department that community relations and community education is a shared effort of each and every employee.

The Portales Police Department is committed to the prevention of crime through educational law enforcement.

## II. GOALS AND OBJECTIVES

A. To create and maintain liaison with community groups and organizations.

1. This includes exchanging information, identifying police service needs of the community, promoting police/citizen contacts, acquainting each other with mutual problems and encouraging action aimed at solving these problems.
2. Information obtained in these meetings may be used to provide direction in development or modification of Department policies, procedures, and programs.

B. To educate citizens about the functions and operations of the department.

C. The Department strives to provide, through established programs and the media crime awareness information and crime prevention procedures. The intent is to assist the public in reducing its victimization rate and its fear of crime.

- D. To inform the public that crime prevention is a cooperative effort between the Department and the citizens of Portales.
- E. To assist in organizing crime prevention groups in residential and business areas through the Neighborhood Watch Program.
  - 1. Initial organizing efforts may be made by the Police Department, or by concerned citizens.
  - 2. Through group development, the citizens should become better educated on how his or her involvement is vital to community crime prevention.
- F. To present crime prevention programs and maintain liaison with diverse Community groups including, but not limited to:
  - 1. The business community
  - 2. Local citizens groups:
  - 3. Local civic associations
  - 4. Church groups.
  - 5. Schools
  - 6. Concerned citizens
- G. To participate in social service and criminal justice diversion programs through a variety of crime prevention programs. In addition the Department works with the Mental Health Resources by placing into protective custody those persons who meet established criteria.

### III. RESPONSIBILITIES

- A. Department Personnel
  - 1. No one can do more to foster good police community relations than the employee who is in contact with the public on a day to day basis. Each employee is encouraged to cultivate the respect and cooperation of the public in these day to day contacts. Employees must realize that every contact with a citizen has an impact on police community relations.
  - 2. It is the responsibility of all Department personnel to promote good community relations by recognizing that their actions and demeanor in dealing with the general public has a significant effect on the image of the Department. This ultimately influences the Department's overall effectiveness and level of acceptance within the City.
  - 3. The Department is committed to correcting actions, practices, and attitudes which may contribute to community tensions and grievances.
  - 4. It is the responsibility of all officers of the Department to provide basic crime awareness and prevention information to citizens when answering calls for service or through informational contact.

B. Community Relations/Crime Prevention

1. All employees are responsible for Community Relations/Crime Prevention.

C. Evaluating the Effectiveness of Crime Prevention Programs

1. When a member of this Department makes a presentation to a community organization, that member will submit a brief report to their Supervisor. This report will include, at a minimum the following:
  - a. Program/presentation topic;
  - b. Number of participants;
  - c. Any concerns expressed by participants/
  - d. Potential problems which have a bearing on law enforcement activities within the community
2. The Police Department will evaluate the effectiveness of crime prevention programs during department meetings, Comp Stat meetings and input given from the public.

#### IV. PROGRAMS

A. Crime Prevention Programs include, but are not limited to:

1. Neighborhood Watch Program
2. Home and Business Security Surveys
3. Programs of interest to business owners (ex. Shoplifting Awareness, Worthless Check procedure, Fraud information, etc)
4. Drug and Alcohol Information
5. Elementary School programs
  - a. Stranger Danger
  - b. Pedestrian Safety
  - c. Drug and alcohol abuse
  - d. Vandalism
  - e. Bicycle Safety
  - f. Emergencies
  - g. Seat belts
  - h. Personal character (ex. Self discipline, Respect for Authority, stealing, etc)
  - i. Other programs requested and deemed appropriate

- B. Crime Prevention Programs may be presented by any officer in the Department having expertise in the area of concern.
- C. The officer may also utilize individuals from the community to assist in presentation of programs.
- D. Officers should utilize targeted programs to address the public safety needs of the community by utilizing crime data that is specific to crime type and geographic area to determine which program would be most effective in combating crime.

V. Citizen Surveys

- A. The Patrol Services Division will maintain surveys via USPD hub mobile app on a monthly basis.
- B. Survey information will be collected, calculated and turned into the Chief of Police.
- C. Follow-up contact will be made based on information provided in the survey.

VI. Portales Police Department will prepare a report on an annual basis of citizens concerns, potential problems and recommendations. The report will be generated by the Chief of Police or his designee.